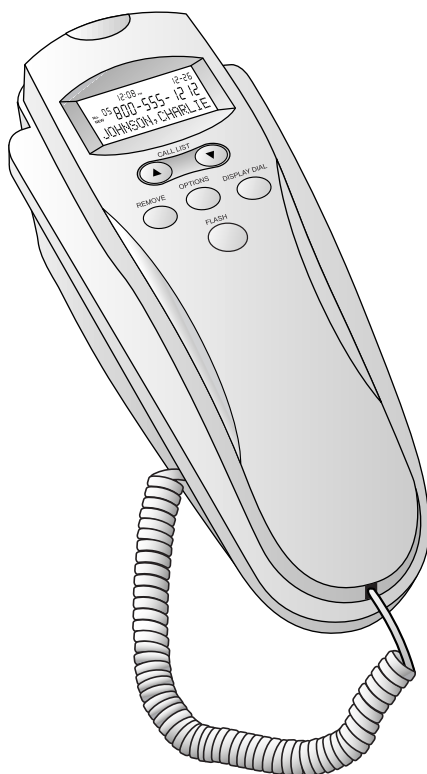# Trimline® Caller ID Telephone 250

For Customer Service Or Product Information, Visit Our Website At
www.telephones.att.com

Please also read
Part 1 — Important Product Information

Para recibir este manual en español, por favor llame al 1 800 222-3111.

CONTENTS

BEFORE YOU BEGIN

About Caller Identification (Caller ID)

This product has a Caller ID with Call Waiting feature that works with service available from your local phone service provider.

Caller ID with Call Waiting lets you see who's calling before you answer the phone, even when you're on another call.

You may need to change your phone service to use this feature. Contact your phone service provider if:

- You have both Caller ID and Call Waiting, but as separate services (you may need combined service)
- You have only Caller ID service, or only Call Waiting service
- You don't subscribe to any Caller ID or Call Waiting services.

You can also use this product with regular Caller ID service, or with no Caller ID services.

There are fees for Caller ID services, and they may not be available in all areas.

Depending on your service, you may see the caller's number, or the caller's name and number. This product can provide information only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment. The time and date are sent by the service provider along with the call information.

About Home Area Code and Local Area Codes

Always program your home area code, and, if you need them, up to four local area codes (see "Set Home Area Code" and "Set Local Area Codes" on pages 9 and 10). Programming these area codes will change how numbers are displayed in the Call History, and will allow for correct operation of the Display Dial feature.

INSTALLATION

Battery Installation

This telephone requires four AA batteries in order for the Caller ID with Call Waiting, Memory, and New Call light to work.

1 Press on battery compartment covers to open.
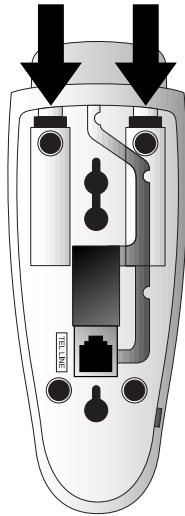
2 Install two AA batteries (not included) in each compartment as shown, and close the covers.
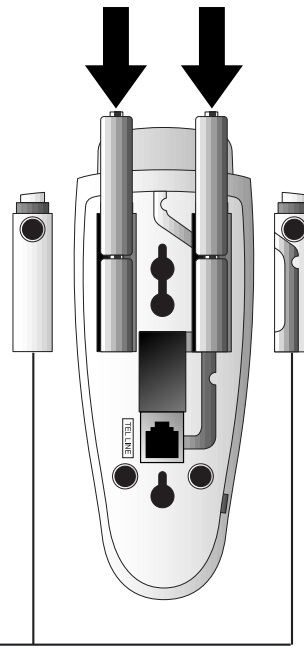
Battery compartment covers

INSTALLATION

Telephone Installation

Table/Desk

1 Plug one end of the line cord into the telephone line jack.
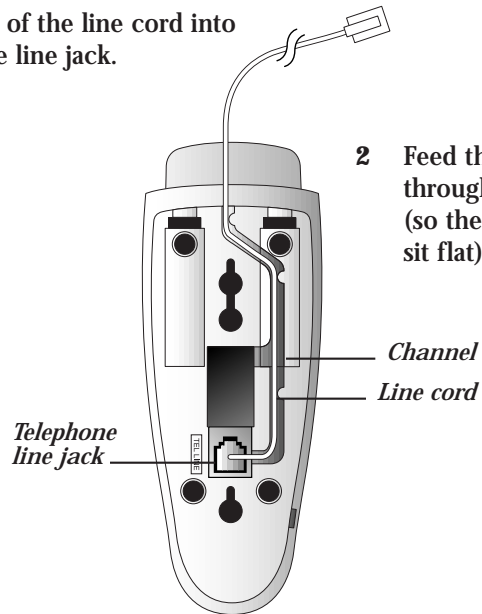
2 Feed the line cord through the channel (so the phone will sit flat).

Channel

Line cord

Telephone line jack

3 Connect the other end to a wall jack, then continue with the steps in "For Table/Desk and Wall Installation" on page 7.

Modular telephone wall jack
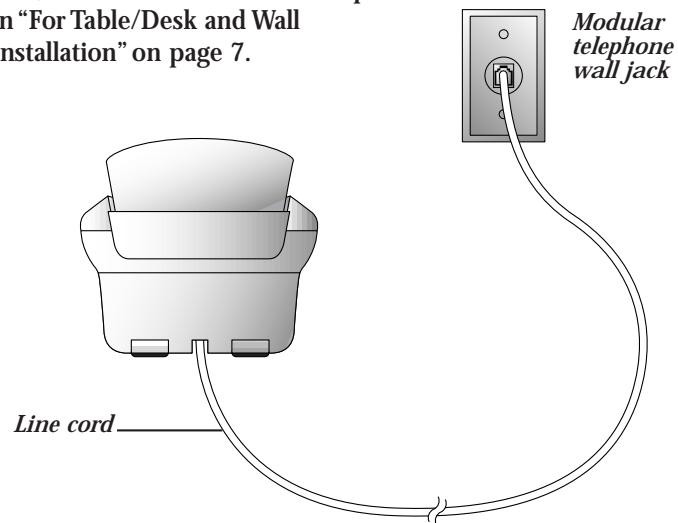
Line cord

INSTALLATION

Wall Installation

1 Plug one end of the line cord into the telephone line jack.

Mounting area —

Line cord —

Telephone
line jack —

Modular
telephone
wall jack
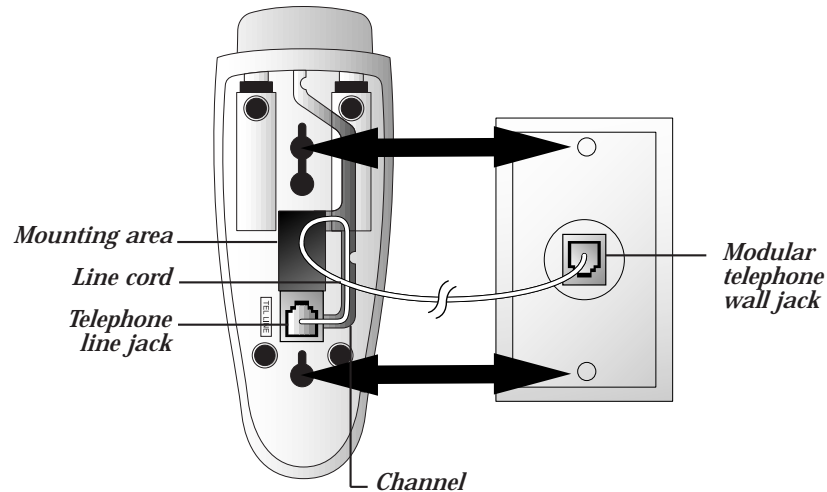
Channel

2 Feed the line cord into the channel and wind it around and out of the mounting area as shown.

3 Connect the other end to a wall jack.

4 Mount the phone on the wall as shown, then continue with the steps in "For Table/Desk and Wall Installation" on page 7.

INSTALLATION

For Table/Desk and Wall Installation

1   Plug the coiled cord into the jack on the base. Plug the other end into the handset, then hang up.

2   Lift the handset and listen for a dial tone. If you can't hear a dial tone, see IN CASE OF DIFFICULTY.

Coiled cord ————
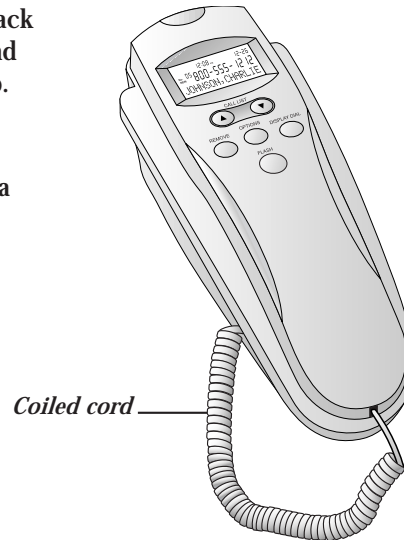
3   Set the Dial Mode switch on the handset to TT if you have tone dialing service or to DP if you have dial pulse (rotary) service.

Dial Mode switch ————
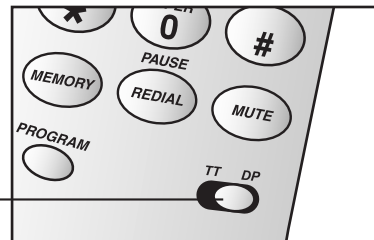
Your phone will work immediately after installation using the default feature settings (see Feature Settings Summary on next page).

__NOTE:__ If you subscribe to Caller ID services from your local telephone service provider, you must follow the instructions in "Set Home Area Code" on page 9 for your phone to properly recognize and dial calls, and you may need to follow the instructions in "Set Local Area Codes" on page 10.

7

FEATURE SETTINGS

Feature Settings Summary
Default settings are marked with an asterisk (*).

Option:	Choice:
WHICH LANGUAGE ENGLISH* SPANISH	Choose whether the display appears in English or Spanish.
SET HOME AREA CODE HOME AREA CODE?	Set the unit to recognize calls from your area code.
SET LOCAL AREA CODE(S) LOCL AREA CODE?	Program up to four area codes that do not require dialing a "1" before them.
CALL HISTORY ALL CALLS* NO CALLS UNANS. CALLS	Choose how incoming calls are displayed. The screen displays all calls received, in order. The screen displays no Call History. The screen displays only those calls you (or an answering system) did not answer.
REPEATED CALLS COMBINED SEPARATE*	Choose how repeat calls are stored and displayed. Repeat call information is combined with the original call information. The time/date reflect the most recent call. Repeat calls are listed separately.
CALL LIST ORDER NEW CALLS* BY TIME	Choose in what order calls are displayed. Unreviewed call information is displayed first. All calls are displayed in the order they were received.
CALL WAITING ON* OFF	Set for the kind of service to which you subscribe. For Type II service (screen displays information about call waiting calls). For Type I service (screen does not display information about call waiting calls).
CONTRAST 1 2* 3 4	Adjust screen lighting to a comfortable level, from 1 (light) to 4 (dark).

FEATURE SETTINGS

NOTE: *You will need to lift the handset to set features; your phone will be "off the hook" during this time.*

Language Selection
You can select English or Spanish as the language in which your Caller ID information is displayed.

1   Press OPTIONS .

> ```
> WHICH LANGUAGE?
> ```
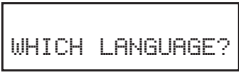
2   Press ▼ until the screen displays your language selection.

3   Press OPTIONS .

NOTE: *To change the display language at a later date, see "Setting Screen Display Options" in the CALLER ID OPERATION section of this manual.*

Set Home Area Code
You need to program your area code, so your phone can properly recognize and dial calls.

If you dial	For	Enter in Steps 2-4
7 digits (phone number, no area code)	Calls within your home area code	Your home area code
10 digits (area code + phone number) — OR — 11 digits (1 + area code + phone number)	Calls within your home area code	0 0 0

1   Press OPTIONS twice.

> ```
>      HAC-___
> HOME AREA CODE?
> ```

2   Press ▼ until the screen displays the first digit of your home area code. **Do not** use the keypad to enter digits.

3   Press DISPLAY DIAL .

4   Repeat **Steps 2** and **3** for the second and third digits of your area code.

5   Press OPTIONS .

FEATURE SETTINGS

Set Local Area Codes
You can program up to four Local Area Codes.

If you dial	For	Enter in Steps 2-4
11 digits (⒈ + area code + phone number)	All calls outside your home area code	No Local Area Codes
10 digits (area code + phone number)	Some calls outside your home area code	Area codes that do not require a "1"
If you dial 10 digits (area code plus phone number) for calls within your own area code, include your area code as a Local Area Code.		

1 Press and release ⌊OPTIONS⌋ until the screen displays:

```
      LAC-___
LOCL AREA CODE?
```

2 Press ▼ until the screen displays the first digit of the area code. **Do not** use the keypad to enter digits.

3 Press ⌊DISPLAY DIAL⌋.

4 Repeat **Steps 2** and **3** for the second and third digits.

5 Press ⌊DISPLAY DIAL⌋.

6 To program a second Local Area Code, press ⌊DISPLAY DIAL⌋ until the screen displays:

```
     LAC2-___
LOCL AREA CODE?
```

7 Repeat **Steps 2–5** to enter the digits of the area code.

8 Repeat **Steps 6** and **7** to program a third and fourth Local Area Code.

10

FEATURE SETTINGS

Display Screen Options

You can customize how the features of this product work.

1 Press and release OPTIONS until the screen displays the option you want to set.

2 Press ▲ or ▼ until the screen displays your selection.

3 Press OPTIONS.

This sets your selection and automatically moves you to the next option. The unit returns to standby unless you make a selection within 30 seconds. When you finish setting options, wait 30 seconds for the unit to return to standby.

Call History

You can choose how incoming calls are stored and if they are displayed.

ALL CALLS   The screen diplays all calls in the order they were received.

NO CALLS   The screen displays no Call History.

UNANS. CALLS The screen displays only those calls you did not answer.

Repeated Calls

You can choose how repeat calls are stored and displayed.

COMBINED   Repeat call information is combined with the original call information. The time/date reflect the most recent call.

SEPARATE   Repeat calls are listed separately.

Call List Order

You can choose in what order calls are displayed in Call History.

NEW CALLS   Unreviewed call information is displayed first.

BY TIME   All calls are displayed in the order they were received.

Call Waiting

Set for the kind of Call Waiting service to which you subscribe.
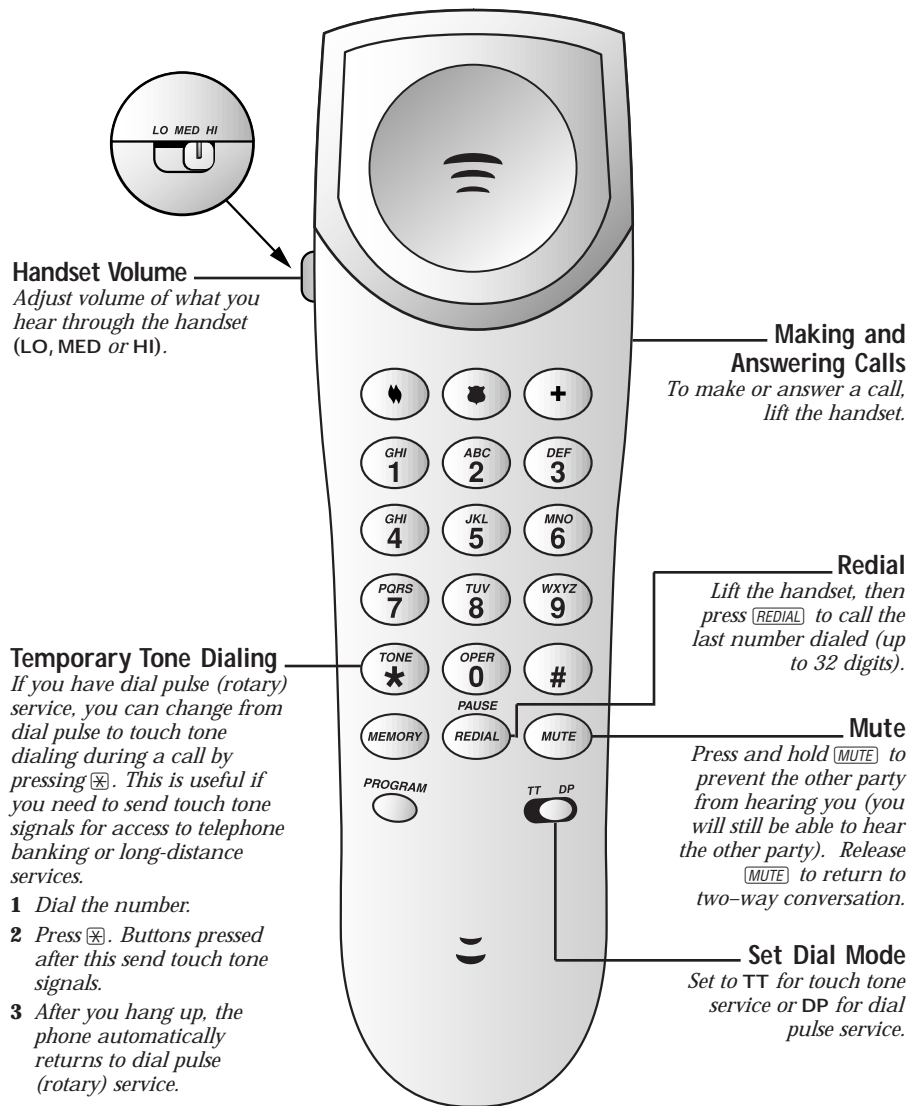
ON   For Type II service (screen displays information about Call Waiting calls).

OFF   For Type I service (screen does not display information about Call Waiting calls).

Set Contrast

Press ▲ or ▼ to adjust screen lighting to a comfortable level, from:

1   Light
                to
4   Dark

11

TELEPHONE OPERATION

Handset Volume
Adjust volume of what you hear through the handset (**LO**, **MED** *or* **HI**).

Making and Answering Calls
To make or answer a call, lift the handset.

Redial
Lift the handset, then press ⌷REDIAL⌷ *to call the last number dialed (up to 32 digits).*

Temporary Tone Dialing
If you have dial pulse (rotary) service, you can change from dial pulse to touch tone dialing during a call by pressing ⊛. *This is useful if you need to send touch tone signals for access to telephone banking or long-distance services.*

1 *Dial the number.*

2 *Press* ⊛. *Buttons pressed after this send touch tone signals.*

3 *After you hang up, the phone automatically returns to dial pulse (rotary) service.*

Mute
Press and hold ⌷MUTE⌷ *to prevent the other party from hearing you (you will still be able to hear the other party). Release* ⌷MUTE⌷ *to return to two–way conversation.*

Set Dial Mode
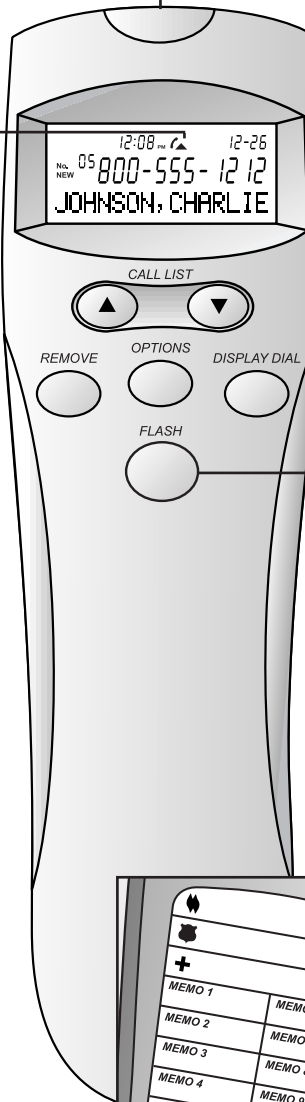*Set to* **TT** *for touch tone service or* **DP** *for dial pulse service.*

TELEPHONE OPERATION

New Call Light
This light flashes when you have unreviewed call information in the call history.

Line Status Indicator
Flashes when you are receiving a call, and remains steady when this phone or another phone on the same line is in use.

12:08 PM   12-26
No.
NEW 05 800-555-1212
JOHNSON, CHARLIE

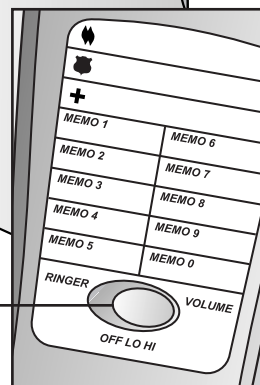CALL LIST

▲   ▼

REMOVE   OPTIONS   DISPLAY DIAL

FLASH

Flash/Call Waiting
When you receive a call waiting signal, use FLASH to put your current call on "hold" and connect to the new call. Press FLASH again to return to the first call. Also use FLASH to activate other phone company subscriber services such as 3-Way Calling.

MEMO 1   MEMO 6
MEMO 2   MEMO 7
MEMO 3   MEMO 8
MEMO 4   MEMO 9
MEMO 5   MEMO 0

RINGER   VOLUME

OFF LO HI

Ringer Voume
*Adjust RINGER volume (**LO** or **HI**) or turn RINGER **OFF**.*

13

TELEPHONE MEMORY

This telephone can store 13 telephone numbers, each up to 24 digits long. You can dial numbers stored in memory by pressing one or two buttons.

NOTE: *Numbers stored in memory may be lost if the phone is unplugged from the line jack for more than four hours.*

One-Touch Dialing
For one-touch dialing, lift the handset and press the memory button.

Dialing Numbers in Memory
For two-touch dialing:
1 *Lift the handset.*
2 *Press and release* [MEMORY] *, then press the number button (0-9) where the memory number is stored.*
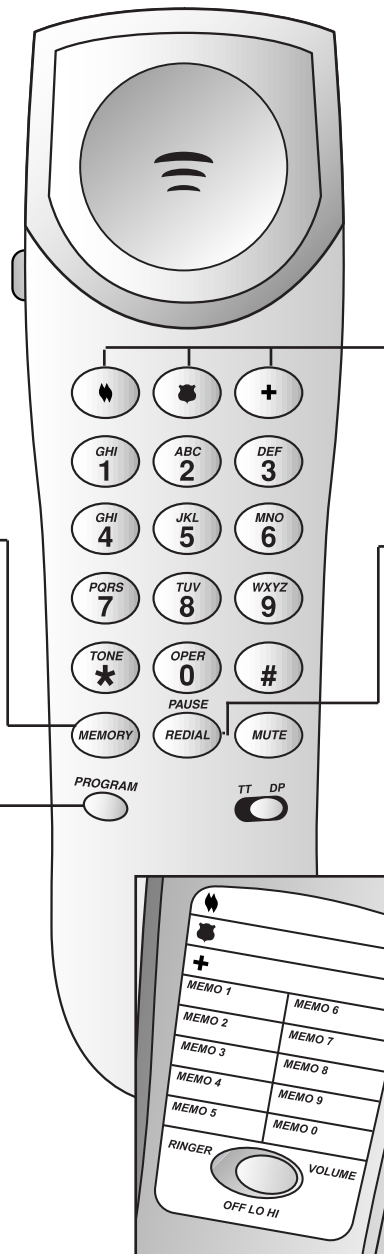
Storing a Pause in a Memory Number
Press and release [REDIAL] *once to store a 3.6-second pause in the dialing sequence, twice for a 7.2-second delay, three times for a 10.8-second delay.*

NOTE: *Each 3.6-second pause counts as one digit when storing numbers in telephone memory.*

Storing Memory Numbers
1 *Press and release* [PROGRAM] *.*
2 *Dial the telephone number (up to 24 digits).*
3 *For one-touch dialing, press and release the memory button where you want to store the number (locations ♦ , ♟ , and +)*
   — OR —
   For two-touch dialing, press [MEMORY] *, then press the number button (0–9) where you want to store the number.*

Directory Card
Use the directory card on the base to write the numbers (or names) stored in telephone memory.

CALLER ID OPERATION

Time call was received

Date call was received

Position of call in Call History

Indicates unreviewed call information

No. NEW

```
12:08 PM          12-26
05
800-555-1212
JOHNSON,CHARLIE
```

Caller's telephone number

Caller's name
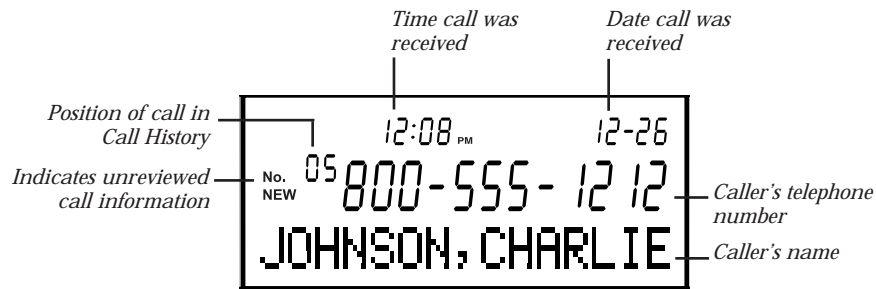
About Caller Identification

When the first call is received, the unit sets the current time and date automatically (you cannot set them), and resets them each time a new call comes in. (The time and date line remain blank until the first call comes in.) The unit automatically adjusts for daylight savings time. When not in use, the unit displays the current date/time, number of new calls received since the last review of memory, and number of reviewed calls in Call History (up to 99).

For each call that comes in, the screen displays the following information between the first and second rings:
- Your caller's name (15 letters are sent by your telephone company);
- The caller's area code and telephone number (the area code is not displayed if it is programmed as the Home Area Code);
- The time and date of the call; and
- The position of the call in Call History.

If you answer a call before the information appears on the screen, it will not be in the Call History.
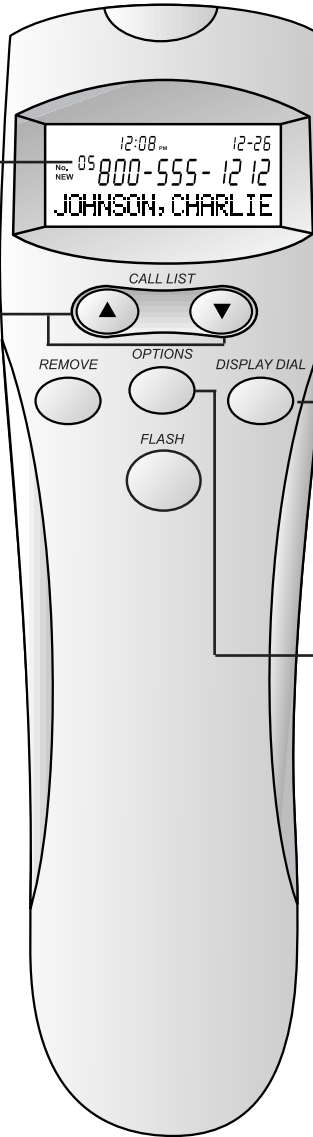
CALLER ID OPERATION

Call History
This product assigns each incoming call a number from 1 to 99. The most recent call will have the highest number. When the memory is full, the oldest call information is deleted to make room for new incoming call information.

Reviewing Call History
The screen displays call information for about 30 seconds after it has been received.

1 *To review earlier calls, press* ▼ *.*
2 *To advance through Call History from an earlier call, press* ▲ *. When you reach the end of Call History, the screen displays* END OF LIST, *then begins again.*

12:08 PM   12-26
NO. 05
NEW 800-555-1212
JOHNSON,CHARLIE

CALL LIST

▲   ▼

REMOVE   OPTIONS   DISPLAY DIAL

FLASH

Display Dial
Dial a displayed phone number while reviewing calls in call history.

1 *Lift the handset.*
2 *Press and release* DISPLAY DIAL *. The screen displays the number being called. If the screen displays* Error, *the present number cannot be dialed.*

You cannot use this feature to dial PRIVATE *calls.*

Display Dial Options
You can check or change the way a number in call history is dialed.

1 *Press* ▲ *or* ▼ *until the screen displays the number you want to call.*
2 *Press* DISPLAY DIAL *to make the call*
— OR —
Press OPTIONS *to scroll through choices for dialing the number (without a "1," or with a "1" followed by the area code).*

CALLER ID OPERATION

Removing Call Records from History

Removing a Specific Call Record

1 Press ▲ or ▼ to display the call record you want to remove.

2 Press and release ⌊REMOVE⌋ to remove the displayed number from Call History. The screen displays:

```
┌─────────────────────┐
│                     │
│   CALL REMOVE?      │
│                     │
└─────────────────────┘
```

3 Press ⌊REMOVE⌋ again.

Removing All Calls

1 Press ▲ or ▼ to enter Call History.

2 Press and hold ⌊REMOVE⌋ for about two seconds. The screen displays:

```
┌─────────────────────┐
│                     │
│   REMOVE ALL?      │
│                     │
└─────────────────────┘
```

3 Press and hold ⌊REMOVE⌋ again to remove all calls. The screen displays:

```
┌─────────────────────┐
│                     │
│   END OF LIST      │
│                     │
└─────────────────────┘
```

NOTE: *Once a call is removed from Call History, it cannot be retrieved.*

Setting Screen Display Options

You can customize how the Caller ID features of this product work.

1 Lift the handset (the phone will be "off the hook" while you set options).

2 Press and release ⌊OPTIONS⌋ until the screen displays the option you want to set.

3 Press ▲ or ▼ until the screen displays your selection.

4 Press ⌊OPTIONS⌋.

This saves your selection and automatically moves you to the next option. The unit returns to standby unless you make a selection within 30 seconds. When you have finished setting options, wait 30 seconds for the unit to return to standby. (See FEATURE SETUP for a list of display options.)

CALLER ID OPERATION

Display Screen Messages

Screen Displays:	When:
PRIVATE NAME	The other party is blocking name information.
PPP	The other party is blocking number information.
PRIVATE CALLER	The other party is blocking name and number information.
UNKNOWN NAME	Your phone company is unable to receive information about this caller's name.
UUU	Your phone company is unable to receive information about this caller's number.
UNKNOWN CALLER	Your phone company is unable to receive information about this caller's name and number.
EXTENSION USED	An extension phone on this line is being used, so call information cannot be received.
Err	There is a problem with Caller ID transmission from the telephone company.

IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below.
For Customer Service, visit our website at *www.telephones.att.com* or call
1 800 222–3111. **Please retain your receipt as your proof of purchase**.

No Dial Tone

*   Make sure all plugs are connected properly. Inspect the line cord
    connections at the modular jack and at the telephone. Also inspect the
    coiled handset cord connections at both ends.
*   Unplug the telephone and connect it to another modular jack. If it still
    does not work, and other telephones in your home are working, the
    problem is with this telephone.

Call Cannot Be Dialed or Is Dialed Slowly

*   Make sure you choose the correct Dial Mode (see FEATURE
    SETTINGS). If you have dial pulse service, you cannot dial numbers
    with the phone set to touch tone dialing.
*   If you have just used the Temporary Tone feature, leave the handset on
    the base for a few seconds before making another call.

Telephone Does Not Ring

*   Make sure the RINGER VOLUME switch is not set to OFF.
*   If there are several other telephones on the same line, try
    disconnecting some of the other telephones. Having too many
    telephones connected can also create problems such as low ringer
    volume or impaired sound quality during calls.

Difficulty Storing Numbers in Memory

*   Make sure you are pressing the correct sequence of buttons for storing
    numbers.
*   If you are interrupted by a recorded announcement telling you to hang
    up or by a loud buzzing noise, hang up and try to enter the number
    more quickly.
*   Try calling the number you want to store in memory. When the call is
    ended, press PROGRAM , REDIAL , MEMORY , and a memory location.
*   If someone lifts an extension phone while you are storing numbers in
    memory, programming might be interrupted. Make sure all extensions
    are on hook while storing numbers in memory.

19

IN CASE OF DIFFICULTY

New Call Light Stays On

Make sure you have reviewed all calls.

New Call Light Does Not Go On

*   Make sure you have installed four AA batteries.
*   Replace old batteries with four new ones.

Screen is Blank

*   The screen is blank until you receive a call.
*   Make sure all line cords are correctly connected.
*   The phone does not display the time and date until the first call is received.
*   You must subscribe to service from your local phone service provider to see call information on the screen (see "About Caller Identification" in BEFORE YOU BEGIN).

Screen Displays Extension Used, and None Are

Check all line cord connections.

No Caller ID Information While on a Call

*   Make sure your service provides Caller ID information while you are on a call. This is sometimes known as "Caller ID on Call Waiting," or "Type II Caller ID."
*   Make sure you have the Call Waiting feature on this phone set to ON (see "Display Screen Options" in FEATURE SETTINGS).
*   The phone cannot display the information if another phone on the same line is in use. Make sure all extensions are on hook.
*   Make sure you have installed four AA batteries (see INSTALLATION).
*   Replace old batteries with four new ones.